

How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. Providers can access SkillPort with their Single Sign On NCID by simply logging onto their secure provider portal.

Providers can use SkillPort to access a User Guides (Reference Library) folder that includes the following documents:

- Reference Documents: Contains documents produced since Go Live that give step by step descriptions of specific tasks providers commonly perform in NCTracks
- Pre-Go Live Instructor Led Training (ILT) Guides: Contains Participant User Guides that complemented the Pre Go-Live ILTs delivered throughout the state in the spring of 2013.

Providers can also use SkillPort to:

- Take Computer-Based Training (CBT) courses online, anytime. CBTs are self-paced interactive courses that explore NCTracks.
- Register for upcoming Instructor Led Trainings (ILTs), which they can attend in person or remotely via WebEx
- View archived recordings of Pre-Go Live ILTs

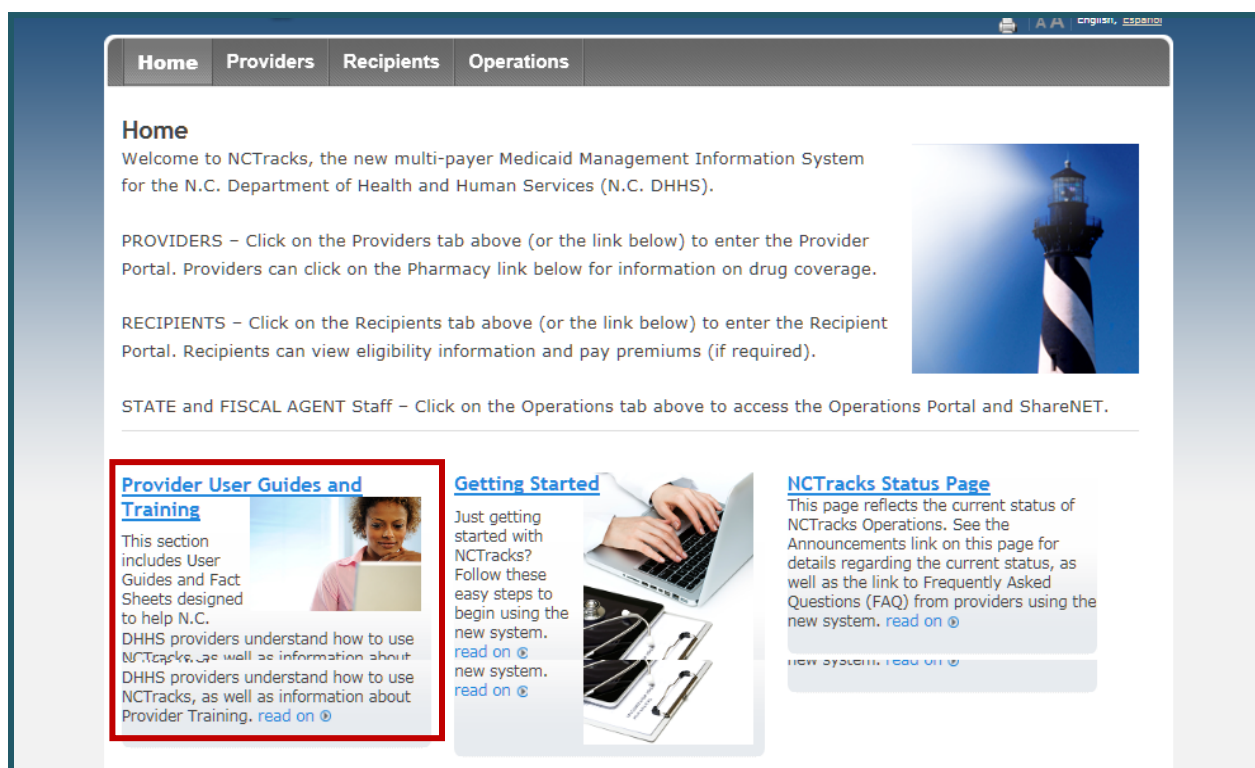
An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at <https://ncid.nc.gov> and register. For more information, view the “How to Obtain an NCID” Fact Sheet at <https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/fact-sheets.html>.

The following are step-by-step instructions for accessing and registering for training using SkillPort:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Go to <https://www.nctracks.nc.gov/content/public/> and click **Provider User Guides and Training**.

How to Access and Register for Training in SkillPort



The screenshot shows the NCTracks Home page. At the top is a navigation bar with links: Home, Providers, Recipients, and Operations. Below the navigation bar, the 'Home' section welcomes users to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS). It provides instructions for Providers, Recipients, and State and Fiscal Agent Staff. A red box highlights the 'Provider User Guides and Training' section, which includes a link to 'Getting Started' and a link to 'NCTracks Status Page'. The 'Getting Started' section provides instructions on how to begin using the new system, with a link to 'read on'. The 'NCTracks Status Page' section provides information on the current status of NCTracks Operations, with a link to 'read on'.

Home

Welcome to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).

PROVIDERS – Click on the Providers tab above (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.

RECIPIENTS – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

STATE and FISCAL AGENT Staff – Click on the Operations tab above to access the Operations Portal and ShareNET.

Provider User Guides and Training

This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. [read on](#)

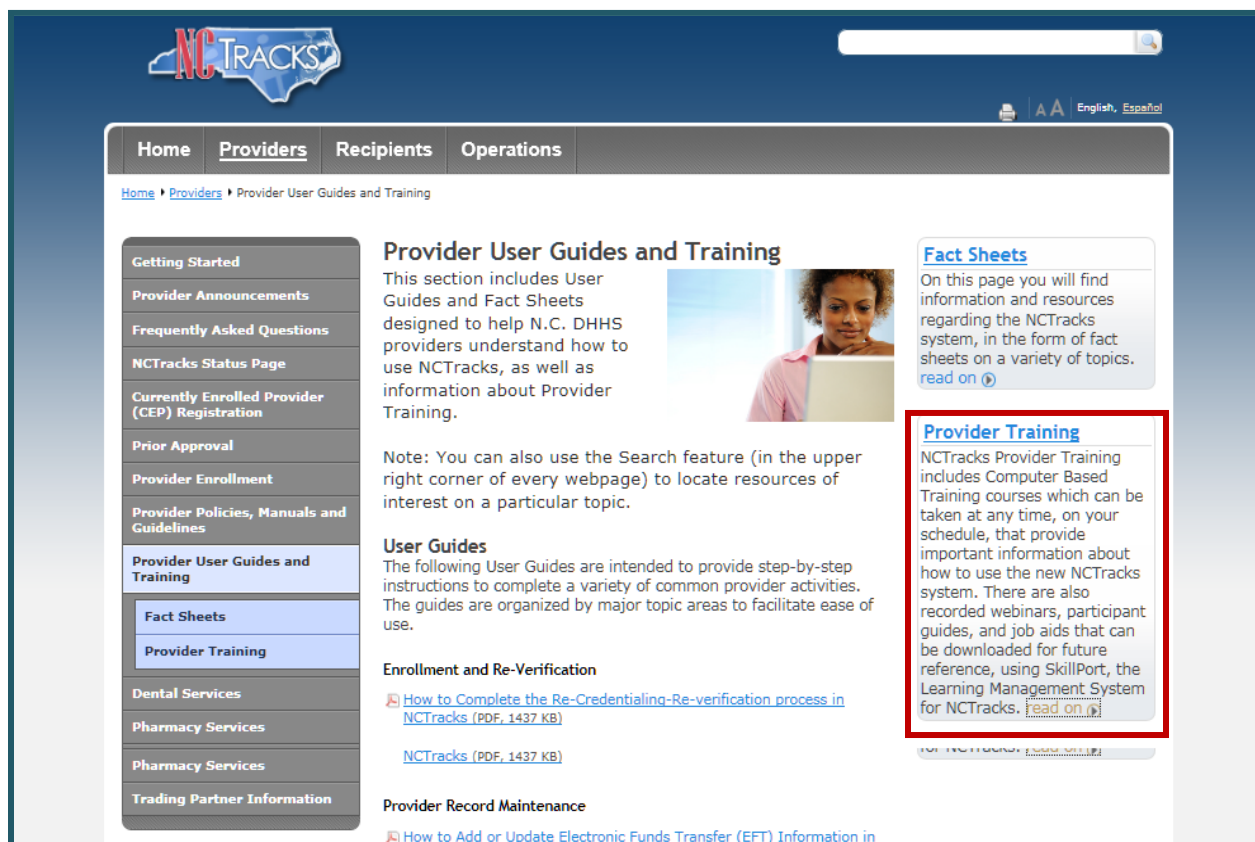
Getting Started

Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#)

NCTracks Status Page

This page reflects the current status of NCTracks Operations. See the Announcements link on this page for details regarding the current status, as well as the link to Frequently Asked Questions (FAQ) from providers using the new system. [read on](#)

2. Click **Provider Training**.



The screenshot shows the NCTracks Providers page. The navigation bar includes links: Home, Providers, Recipients, and Operations. The 'Providers' section is active, showing a breadcrumb trail: Home > Providers > Provider User Guides and Training. A sidebar on the left lists various links, with 'Provider User Guides and Training' highlighted. The main content area is titled 'Provider User Guides and Training' and includes a 'Fact Sheets' section, a 'Provider Training' section (highlighted with a red box), and a 'User Guides' section. The 'Provider Training' section describes NCTracks Provider Training, which includes Computer Based Training courses that can be taken at any time, on your schedule, that provide important information about how to use the new NCTracks system. There are also recorded webinars, participant guides, and job aids that can be downloaded for future reference, using SkillPort, the Learning Management System for NCTracks. A link to 'read on' is provided. The 'User Guides' section provides step-by-step instructions to complete a variety of common provider activities. The guides are organized by major topic areas to facilitate ease of use. The 'Fact Sheets' section provides information and resources regarding the NCTracks system, in the form of fact sheets on a variety of topics. A link to 'read on' is provided. The 'Enrollment and Re-Verification' section includes a link to 'How to Complete the Re-Credentialing-Re-verification process in NCTracks (PDF, 1437 KB)'. The 'Provider Record Maintenance' section includes a link to 'How to Add or Update Electronic Funds Transfer (EFT) Information in NCTracks (PDF, 1437 KB)'.

NC TRACKS

Home Providers Recipients Operations

[Home](#) > [Providers](#) > Provider User Guides and Training

Getting Started

Provider Announcements

Frequently Asked Questions

NCTracks Status Page

Currently Enrolled Provider (CEP) Registration

Prior Approval

Provider Enrollment

Provider Policies, Manuals and Guidelines

Provider User Guides and Training

Fact Sheets

Provider Training

Dental Services

Pharmacy Services

Pharmacy Services

Trading Partner Information

Provider User Guides and Training

This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training.

Note: You can also use the Search feature (in the upper right corner of every webpage) to locate resources of interest on a particular topic.

User Guides

The following User Guides are intended to provide step-by-step instructions to complete a variety of common provider activities. The guides are organized by major topic areas to facilitate ease of use.

Enrollment and Re-Verification

[How to Complete the Re-Credentialing-Re-verification process in NCTracks \(PDF, 1437 KB\)](#)

[NCTracks \(PDF, 1437 KB\)](#)

Provider Record Maintenance

[How to Add or Update Electronic Funds Transfer \(EFT\) Information in NCTracks \(PDF, 1437 KB\)](#)

Fact Sheets

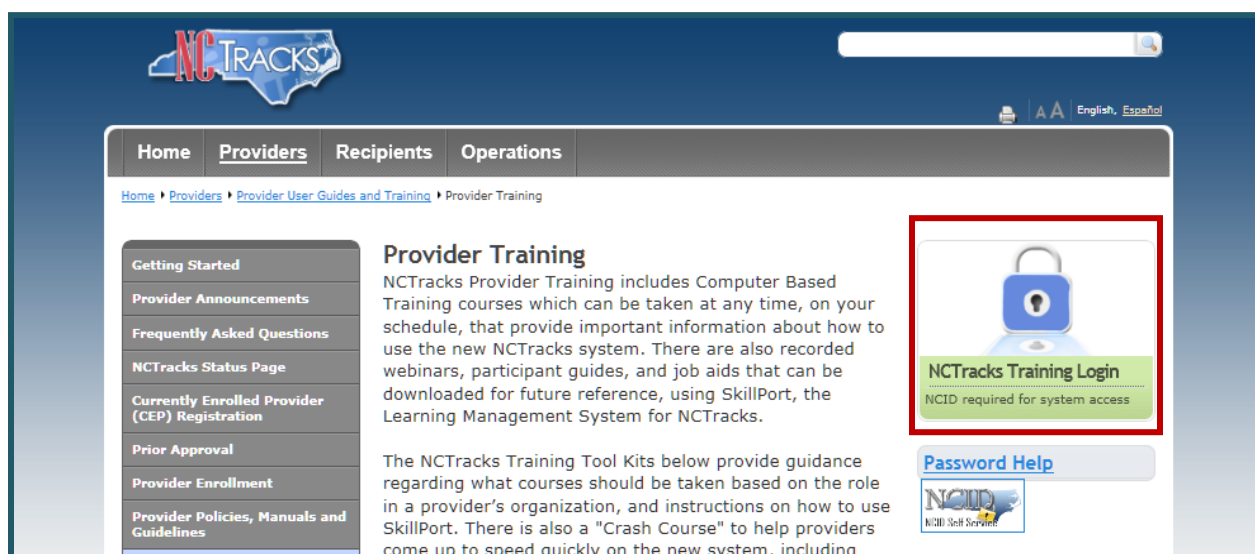
On this page you will find information and resources regarding the NCTracks system, in the form of fact sheets on a variety of topics. [read on](#)

Provider Training

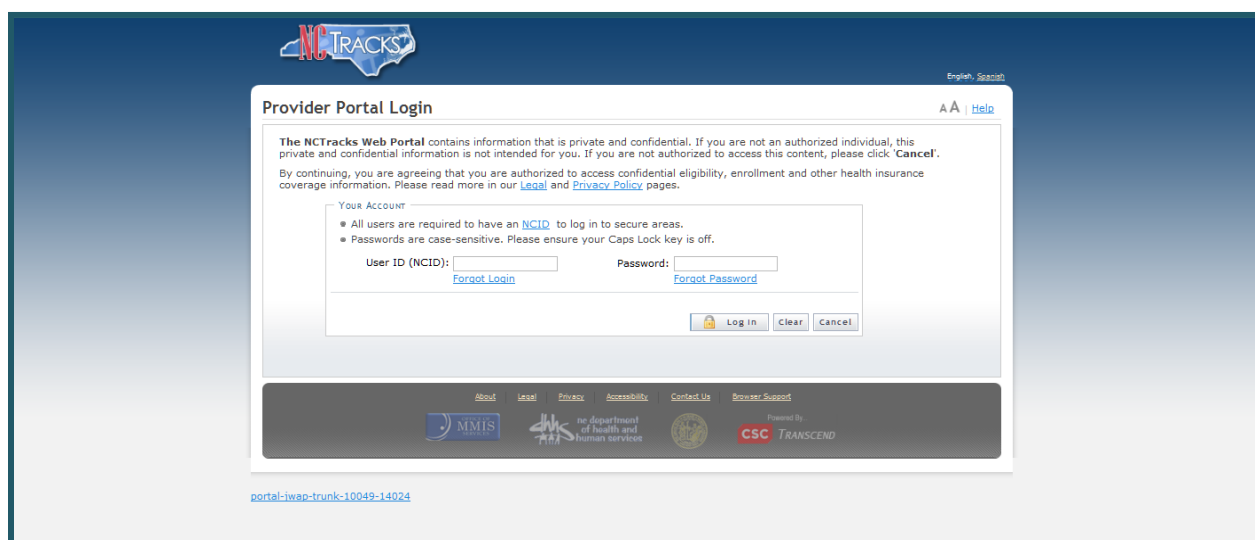
NCTracks Provider Training includes Computer Based Training courses which can be taken at any time, on your schedule, that provide important information about how to use the new NCTracks system. There are also recorded webinars, participant guides, and job aids that can be downloaded for future reference, using SkillPort, the Learning Management System for NCTracks. [read on](#)

How to Access and Register for Training in SkillPort

3. Click NCTracks Training Login.



4. Log on to your secure Provider Portal using your NCID.



How to Access and Register for Training in SkillPort

5. Click on the **Welcome: Provider Training** icon.

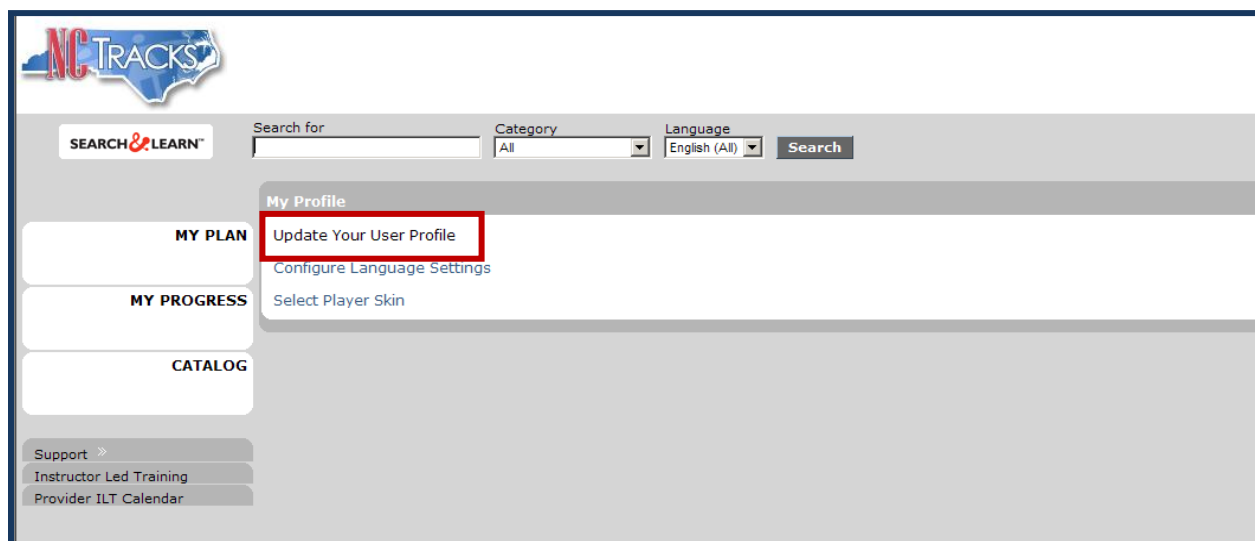
The screenshot shows the NC Tracks Provider Portal for Kurt Foerst. The top navigation bar includes links for Eligibility, Prior Approval, Claims, Referral, Code Search, Enrollment, Administration, Payment, Trading Partner, and Consent Forms. The main content area features an 'Announcements' section with a date of Sep 4, 2013 12:00:00 AM and attention to all providers. Below the announcement is a 'Welcome' button, which is highlighted with a red box. Other buttons include 'Office Administrators', 'Enrollment', 'User Administration', and 'Status and Management'. The 'Inbox' section shows a message from 1003000126 with the subject 'PRD_Smoke_Testing' dated 03/09/2012 05:15 pm. The 'Quick Links' section on the right lists various links such as CCNC/CA (Managed Care), Department of Health and Human Services, Division of Health Service Regulation, Division of Medical Assistance, DMA (Health Check), DMH/DD/SAS, Division of Public Health, Office of Rural Health and Community Care, Provider Training, and Provider Manuals.

6. Click on the **My Profile** link on the top right corner.

The screenshot shows the SkillPort homepage. The top navigation bar includes links for Welcome Polly, Logged In: Mar 14, 2013 2:04 PM, My Profile (circled in red), Help, and Log Out. The main content area features a search bar with the text 'SEARCH & LEARN™' and a search button. Below the search bar are three buttons: MY PLAN, MY PROGRESS, and CATALOG. The background image shows a group of people working on computers.

How to Access and Register for Training in SkillPort

7. Click on the menu option **Update Your User Profile**.



8. Some of the information will be pre-populated from the login page. Provide (or confirm) information for each of the required fields:
- a. **First Name** – Confirm your first name
 - b. **Last Name** – Confirm your last name
 - c. **Email Address** – Confirm your work email address
 - d. **User Role** – Select one from the drop-down box (CSC Staff, Provider, State Employee, LME)
 - e. **NPI** – If you are a Provider, enter your NPI (or atypical provider number, if applicable). If your provider organization has multiple NPIs, list the one you work with most frequently.
 - f. **Provider Type** – Select one from the drop-down box (Dental, Institutional, Medical, Pharmacy, or Not Applicable). This corresponds to the claim type a provider most frequently bills.
If you are not a provider, select **Not Applicable**.
 - g. **DHHS Division** – Select one from the drop-down box (DMA, DMH DD SAS, DPH, ORHCC, OMMISS, Other, or Not Applicable). If you are a provider, select the division you most frequently bill.

How to Access and Register for Training in SkillPort

9. Once you have entered (or confirmed) all of the required fields in your Profile, click on the **Update Profile** button.

Update Your User Profile

First Name
Polly

Last Name
Provider

Email Address
pollypro@myhosptial.com

*** User Role**
Select One ▼

NPI - If you are a provider

*** Provider Type**
Select One ▼

*** DHHS Division- Affiliated with or most often billed**
Select One ▼

Reset **Update Profile**

10. A confirmation message displays indicating the successful update of your profile.

SEARCH & LEARN™ Search for Category Language Search

MY PLAN

MY PROGRESS

CATALOG

My Profile

[Update Your User Profile](#)

[Configure Language Settings](#)

[Select Player Skin](#)

Success! Changes will take effect on your next login.

Support >>

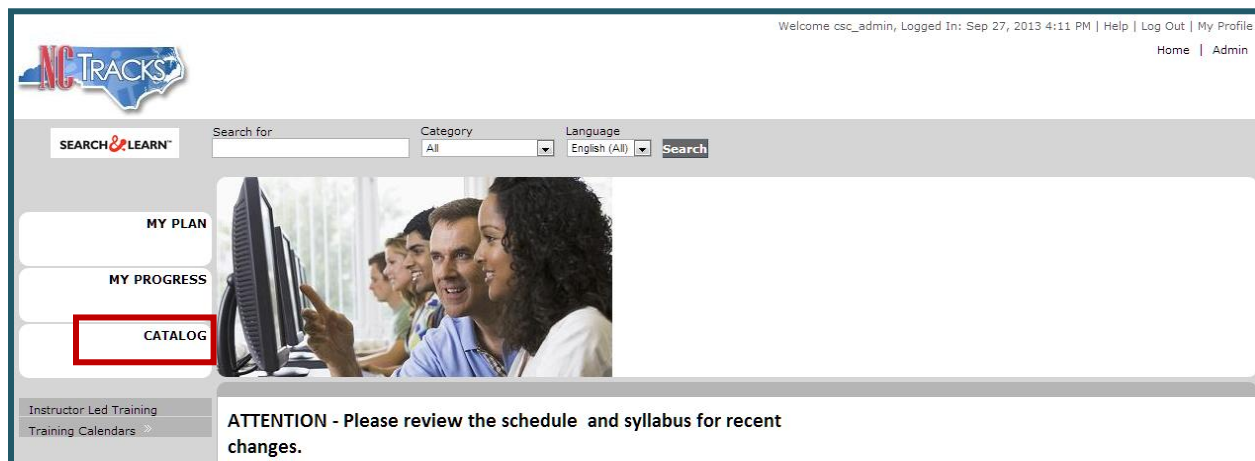
Instructor Led Training

Provider ILT Calendar

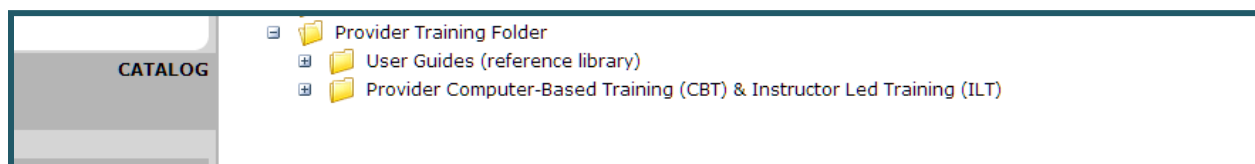
How to Access and Register for Training in SkillPort

ACCESSING THE USER GUIDES (REFERENCE LIBRARY)

11. Click the **Catalog** navigational area on the left side of the screen.

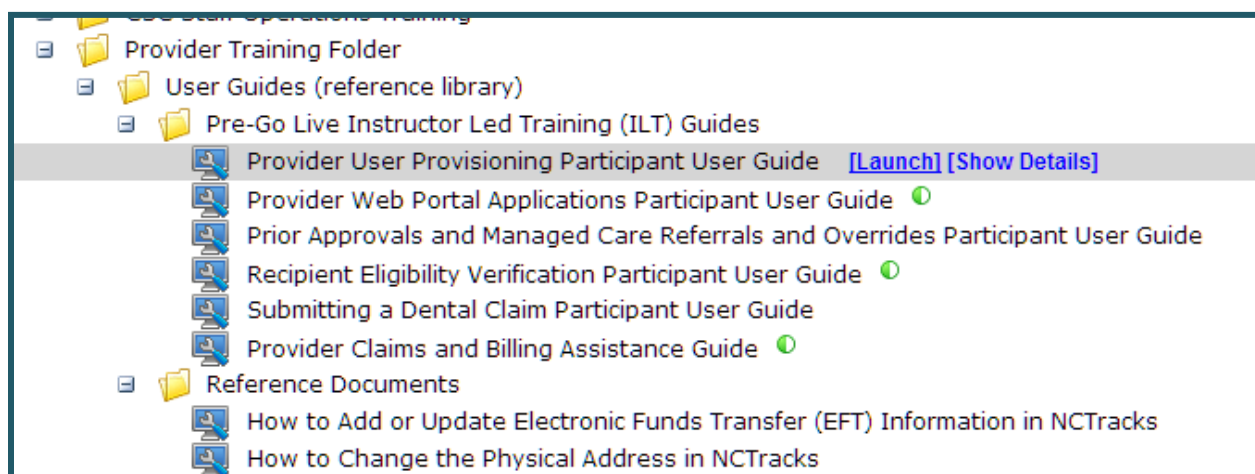


12. The Catalog page displays.



13. Click on the plus sign (+) next to the **Provider Training Folder**. Click the plus sign next to **User Guides (reference library)** and SkillPort displays the **Pre-Go Live Instructor Led Training Guides** and **Reference Documents**.

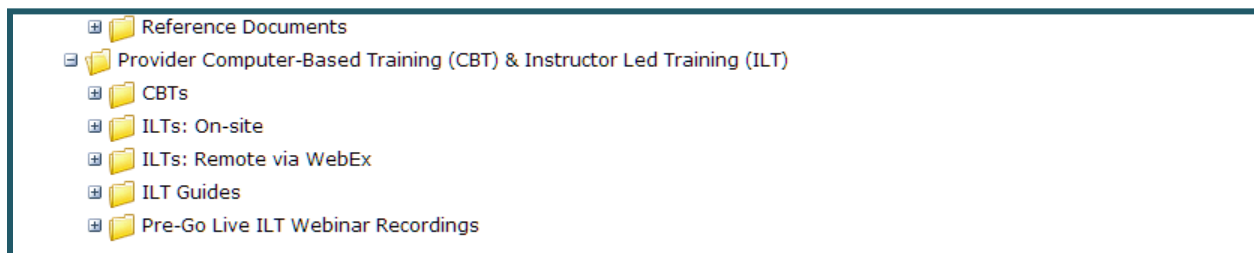
14. Click the plus (+) sign to open the folders. To open a document, place your cursor over the document you want to open, and click **Launch**.



How to Access and Register for Training in SkillPort

ACCESSING CBTs

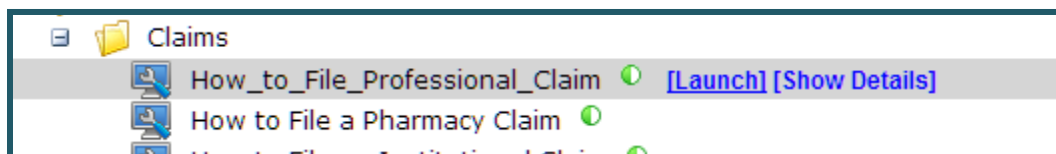
15. Click the plus (+) sign next to the **Provider Computer-Based Training (CBT) & Instructor Led Training (ILT)** folder.



16. Click the plus (+) sign next to the **CBTs** folder. Click the plus (+) sign to open subject folders.



17. Place your cursor over the course title and click on the word **Launch** that appears beside it.



Once the content loads, your course will begin. If you need to stop prior to completing the course, SkillPort will remember where you left off and you can resume taking the course at a later time.

Each CBT includes questions upon completion to test your understanding of the content presented. A course may be taken more than once.

However, a passing score of 80% or higher is required to receive credit for the course.

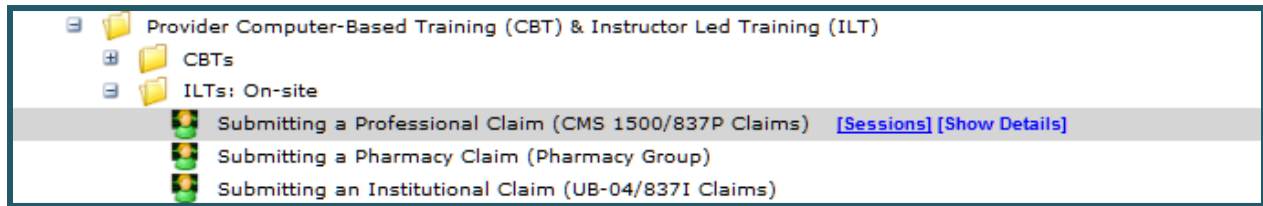
REGISTERING FOR INSTRUCTOR LED TRAINING (ILT)

Attending ILTs On-Site

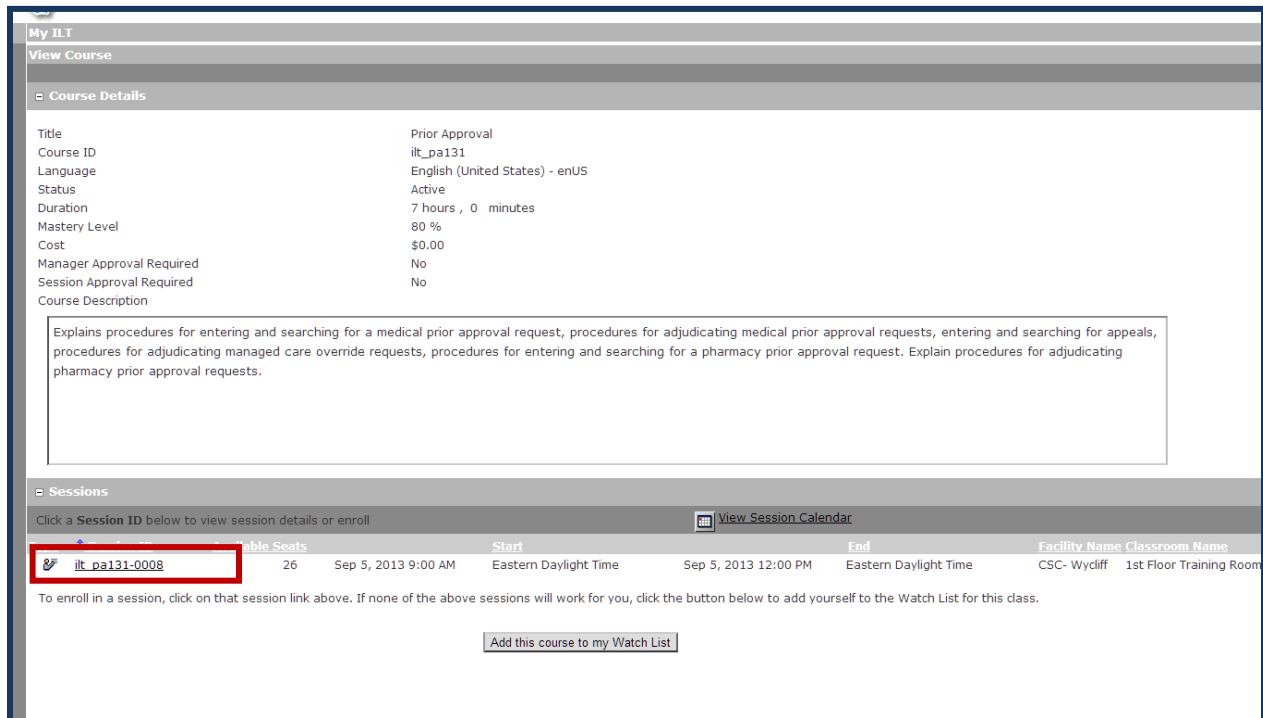
NOTE: The ILTs: On-site folder will display only when there are upcoming ILT events.

18. Click the plus sign (+) next **ILTs: On-site**
19. Move your cursor over the course you want to take and click the **Sessions** link to see scheduled sessions for this course.

How to Access and Register for Training in SkillPort



20. The **My ILT: View Course** screen opens in a pop up window. Click on the link to the session you want to attend.



How to Access and Register for Training in SkillPort

21. The **My ILT: View Session** viewer displays. Click **Enroll Me**.

My ILT

View Session

Course Details

Session Details [Return to Session List](#)

Session ID: ilt_pa131-0008
Instructor: Edwards, Marilyn
Status: Confirmed
Session Type: Physical Classroom
Manager Approval Required: No
Session Approval Required: No

Meeting schedule for ilt_pa131-0008

Start	End
Sep 5, 2013 9:00 AM Eastern Daylight Time	Sep 5, 2013 12:00 PM Eastern Daylight Time

Enroll me

Enrolled / Capacity: 2/28 (7%)
Enrollment Deadline: Never
Session Notes: No note available.

22. A list of the ILTs you are enrolled in displays

My ILT

Instructor Led Training Sessions I Am Enrolled In				
Session ID	Title	Start	Schedule Information	
ilt_pa131-0008	Prior Approval	Sep 5, 2013 9:00 AM Eastern Daylight Time	Sep 5, 2013 12:00 PM	Eastern Daylight Time

Instructor Led Training Courses I Am Watching	
Course ID	Title
ilt_web_clm131	Claims Webinar

Attending ILTs Remotely

NOTE: The ILTs: Remote via WebEx folder will display only when there are upcoming ILT events.

23. Return to the catalog page. If you wish to attend an ILT remotely via webinar, click on the plus sign (+) next to **ILTs: Remote via WebEx** folder.

24. Select the ILT you wish to attend, and select **Sessions**.

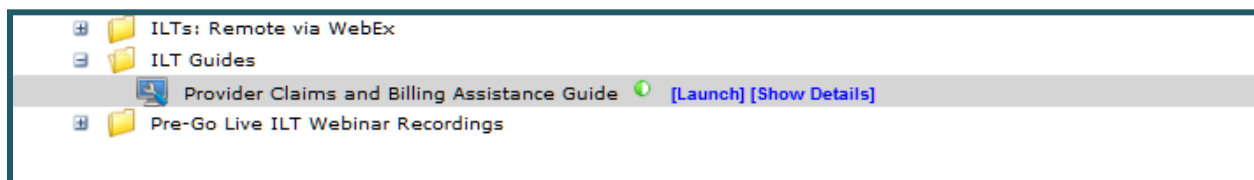
How to Complete Prior Approvals in the Provider Portal
ILTs: Remote via WebEx
Submitting a Professional Claim Webinar (CMS 1500/837P) Claims [Sessions] [Show Details]
Submitting a Pharmacy Claim Webinar (Pharmacy Group)
Submitting an Institutional Claim Webinar (UB-04/8371) Claims

25. Follow the same steps you used to enroll in an onsite ILT to enroll in the webinar.

How to Access and Register for Training in SkillPort

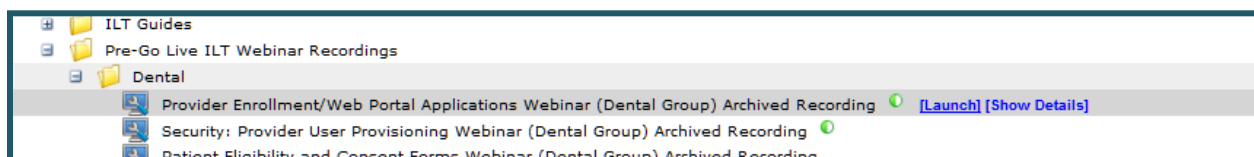
ACCESSING ILT GUIDES

26. Click on the plus (+) sign next to the **ILT Guides** folder to view list of downloadable ILT materials.
27. Select the Guide you wish to download and click **Launch**.



ACCESSING ARCHIVED ILTs

28. Click the plus (+) sign next to the **Pre-Go Live ILT Webinar Recordings** folder. Click the plus (+) sign to open the subject folder.
29. Move your cursor over the title of the recording and click **Launch** to view the recording.



SEARCHING FOR TRAINING COURSES

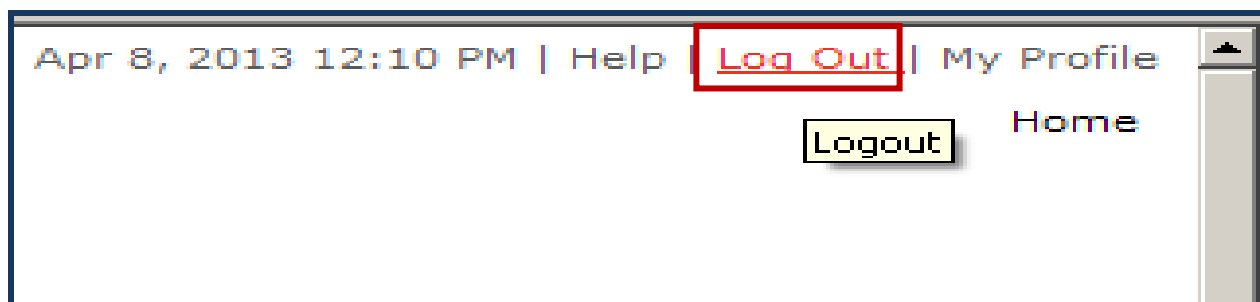
30. You can use the Search feature if you do not readily find the document, CBT or ILT you are looking for. Enter one or more key words into the **Search For** box and click on the Search button and SkillPort will return all of the courses that match those criteria. A complete list of available CBT and ILT courses is included at the end of this document.



31. When you are ready to exit SkillPort, click the **Log Out** button in the upper right corner of the screen. Logging off will return you to the log in page of the Provider Portal. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1.

You do not need to re-enter the Profile information, unless something has changed.

How to Access and Register for Training in SkillPort



ATTENDING INSTRUCTOR LED TRAINING

32. You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar. To review the ILT courses you are currently enrolled in on SkillPort, click the **Instructor Led Training** link on the left side of the screen (under the **Support** heading). If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.



We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the CSC Call Center at 800-688-6696 or by email at NCTracksprovider@nctracks.com.** If you have questions or problems regarding your NCID, contact the NCID help desk at <https://ncid.nc.gov>.

How to Access and Register for Training in SkillPort

The following is a list of available Instructor Led Training courses for Providers:

- Provider Enrollment/Web Portal Applications
- Provider User Provisioning/Security Access
- Prior Approvals (Dental, Institutional, or Medical)
- Referrals/Overrides
- Submitting a Claim (Dental, Institutional, Medical, or Pharmacy)
- Recipient Eligibility

The following is a list of available of eLearning (CBT) courses for Providers:

- NCTracks Overview
- Medicaid Overview
- Provider Records - Functions and Impacts
- AVRS Features
- Contact Guide (Who to call when)
- Provider Office Administrator Functions
- Updating Provider Data
- Prior Approval Requests and Inquiry
- How to File/Adjust a Claim
- Edits, Denials, and Resubmitting a Claim
- How to Read Your Remittance Advice
- Rate Inquiry
- Reference File Inquiry
- Procedure Code Inquiry
- Pharmacy Coverage Inquiry
- Viewing Recipient Information